ACTIVE CASES
Analysis of June 2005 QA Results for Food Stamps

Sample Size   89
  (drops excluded)

Totals for June 2005:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	$15,705.00	8	$484.00	3.1%	5.3%
MILWAUKEE	4,968.00	2	128.00	2.6%	5.8%
BAL- STATE	10,737.00	6	356.00	3.3%	4.9%

ERROR CAUSES BY TYPE
4- Agency Preventable Errors
1- Agency Error
1- Client Error
2- State Error.

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:
Of the 4 Agency Preventable Errors, Two were in Racine, one each in Dane and Milwaukee Counties.
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 TYPES OF A.P.E. ERRORS (4):

Regular Earned Income (2):
    1- Agency failed to correctly budget earnings (as well as CS and shelter).
    1- Agency failed to average most recent income

Child Support Expense (1):
    -Agency failed to verify in KIDS and correctly budget CS payments made by the food group.

Application Error (1): Case closed June 1 for failure to verify earnings. The information was faxed in June 8th and worker re-opened the case as of June 1 without a new application.

TYPE OF CLIENT ERROR (1):
Duplicate benefits: Client failed to report receiving FS in another state when she applied here.

TYPE OF CARES ERRORS (2):
 1- CARES did not generate a SMRF timely.
 1- Auto-population of ECF on semi-monthly earnings doesn't take into account more than 28 days. Also it doesn't then tell worker pay frequency. Customer reported biweekly although actually semimonthly, and AFWG doesn't show differently when auto-populated.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE? Two of the four APE's were made at application, one at review, one at a reported change, and one on the SMRF.

EFFECT OF SMRF PROCESS:
The one CARES error occurred because the SMRF wasn't sent out timely.

TRENDS OR RECOMMENDATIONS:
Overall this was a low error month. Again, the sample is trending toward proportionately more cases outside of Milwaukee. The agencies having an increase in FS applications appear to be struggling more with accuracy.

BIGGEST "CONTRIBUTORS": The cases that caused the largest dollar errors for June 2005 (including client errors):

Jefferson County, $149 Client Error: Client failed to report receiving benefits in another state when she applied in Wisconsin.

Milwaukee County, $97 Agency Preventable Error: Child support expense by the group not verified in KIDS and re-budgeted.

Winnebago County, $63 Agency Error: Originally an A.P.E., this was changed to an agency error with no penalty, because of complexity. An action on companion case closed this case ("15'd" the case head). When it was discovered and re-opened other errors occurred. Also, the agency failed to re-calculate Child support when a SMRF was submitted, and budgeted regular income as self-employment.

mbw 10/19/2005